Homepage

Current State

MHV homepage (and footer)

MO Wireframe

Features

High

- Health Care: Manage Care, Find a Provider, Community Care
- Disability: View your rating, file claim
- Contact us: Technical questions, Feedback
- Appointments: Schedule appointment, Find VA locations, page tree
- Messages: Send message, View message, Message page link
- Medical Records: View health record, Medical record page link
- Pharmacy: Refill prescriptions, Pharmacy page link
- Resources: Mental Health

Medium

- Health Care: Find a Provider, Find Urgent Care, Secure Messaging
- Disability: View your rating
- Contact us: Technical questions
- Appointments: Cancel appointment, Link to directions in appointment card
- Medical Records: Download record PDF

Low

- Health Care: Find a Provider, Find Medical Center, Learn about VA Benefits
- Resources: Download VA Mobile App

What do users search on the site?

Search Term

Search Term	Views ↓	Bounce Rate
rating	1,000	0
disability	1,000	0
record review	1,000	0
appointments	1,000	0
blue button	1,000	0
change address	1,000	0
prescriptions	1,000	0
training and exercise	1,000	0
health	1,000	0
veterans benefits	1,000	0

1 - 10 / 34815

MHV Analytics Report

Event category breakdown

Event Action

Event Action	Total Events
Secure Message Sent Message	3,000,000
Rx Refill - Confirmed	1,344,867
Health Record Download - viewer	464,400
Health Record Download - labs+tests	253,438
Health Record Download - health reco...	197,922
Health Record Download - pdf	154,825
MHV - Subscribe Former Submit	31,240
Outbound Link Clicked: http://www.va...	22,755
PDF Downloaded - Track Delivery of V...	17,857
Health Record Download - txt	14,278

1 - 10 / 4231

Pharmacy

Note that there are notification preferences for pharmacy in the MHV profile.

Current State

Pharmacy landing page

Refill VA prescriptions page

VA prescription history page

VA prescription tracking page

My medications list page

VA medications list page

Self-Entered Medications + Supplements page

Features

Secure Messaging

Current State

Secure messaging landing page (Inbox)

How might we: Solve the "My Messages" page while not alienating the small but proud user base?

SMS Notifications: simple, but not ideal. Users have to opt-in, and we don't know how many have done so. Also, we don't know if they actually receive the texts. Perhaps a good "nudge" for users who have not opted-in?

Not trying to get into mobile app, PWA, or native app. Instead, focusing on making the site work well on mobile devices. Instead of a native app, focus on making the site work well on mobile devices.

← This is a PDF.

Drafts page

Sent page

Deleted page

Page for a folder the user created

Manage folders page

Preferences (for secure messaging settings) page

Part of list is not showing... This is a VERY long page.

Compose page

Features

High

- Compose and Send
- Attach a file to message
- View All Messages
- View Inbox Messages
- Compose and save draft
- Drafts folder
- View Drafts
- Deleted Folder
- View Deleted
- Notifications (5% of users currently have notifications set for secure messaging)
- Labels for messages indicating "read" or "urgent"

- Questions for Secure Messaging Team:
  - What are the most common user flows, and what are the most common errors?
  - How often are Veterans interacting with the site on mobile devices? Is there a small population to begin with creates a bias?
  - How many users go back to their drafts? Do Veterans use the filters currently?

- Consider sorting Inbox in the order Veterans prioritized "Urgent" messages, or allowing users to filter by "Urgent" messages. Currently there is no way for a Veteran to see any file or a message sign in appointment.

- Moved "Deleted folder" and "Drafts folder" to Medium. MHV usability testing showed that users didn't find important parts of user flows.

Medium

- Filters - moved to medium, dependent on current interaction with filters, to make room for sent and deleted folders

Low

- Custom Folders
  - Manage folders
  - Moving messages
  - Preferences
  - User guides

Folders

What percentage of users have created a user generated folder?

- 8.2%
  - count the total number of users with SM accounts 3,535,273
  - count all users with a non-default folder 231,864

What is the average number of user generated folders per user? What is the range?

- Average = 3.62
- Mode = 1
- Value 158

What is the average number of messages in user generated folders? What is the range?

- Average = 128
- Mode = 1
- Value = 1,395,619

From Secure Messaging Analytics - Feb 2020*(Feb 2021

https://github.com/department-of-veterans-affairs/va.gov-team/issues/issues-by-area/va-mobile-app/mobile-app/secure-messaging/SM-analytics.md